

06 April 2020

9(2)(a)

Dear 9(2)(a)

Official Information Act (1982) Request

I write in response to your Official Information Act request, received by us on 18 March 2020. You requested the following information.

1. **The NASC manual for older person's health**
2. *The interRAI Assessment tool, including accompanying guidelines/ documents*
3. *The funding bands for Older Person's Health and the percentage of clients expected to be in each band (please itemise if variable between regions)*
4. **The number of over 65's years receiving long term HCSS in each region (please record personal care and household management separately)**
 - o **1-10 hours, 11-20 hours, 21-30 hours, 31-40 hours, 40+ hours**

Parts 1 and 4 of your request have been transferred to us by the Ministry of Health, who have responded to you on the other request elements.

As context, Counties Manukau Health (CM Health) provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). Our services are delivered via hospital, outpatient/ ambulatory and community-based models of care.

Our responses to each of your questions are below.

1. **The NASC manual for older person's health**

We sought to clarify with you on 18 March your interpretation of NASC Manual, explaining that our CM Health NASC service for older people has numerous Guidelines and Procedures for specific scenarios and processes. While these documents are nationally aligned, they will be tailored to the CM Health services, not completely consistent for all DHB NASCs. You asked us to send all policy documents.

We have completed a collation from our current Policy and Guidelines repository of NASC related operational policy documents. These are not held in a manual per se, and due to the size of the collated documents (more than 150 pages) and can be accessed via a sharefile link

- <https://hanz.sharefile.com/d-s2e46dc46031445fa>

For context, we note this does not cover all policy that relate to CM Health NASC staff as to all CM Health staff – such as Code of Conduct, Documentation Health and Safety etc, nor some elements of clinical practice – such as Documentation and Privacy, Risk Assessment, continue to Competency and Capacity assessments and Referral to other specialist services. Nor does this information cover use and application of the InterRAI assessment, as a nationally consistent tool.

2. **The number of over 65's years receiving long term HCSS in each region (please record personal care and household management separately)**
 - **1-10 hours, 11-20 hours, 21-30 hours, 31-40 hours, 40+ hours**

Refer below (Table 1)-This information is based on available funding level data for people living in the Counties Manukau DHB region from December 2019 – February 2020.

Total number of clients	Number of Individuals with Household Management <u>only</u>	Number of individuals with Personal Care <u>only</u>	Number of individuals with Personal Care <u>and</u> Household Management
3,750	1,744	1,108	898

Table 1

To separately report this data into the time-periods specified would require significant manual collation and research of the file repository by a clinical analyst. New Zealand is currently at COVID-19 Alert Level-4 and accordingly, like many health and government agencies, CM Health now has significant resources diverted from usual activity from across the organisation to support the COVID-19 response.

We have considered your request and the impact on our current operational teams of preparing a response to this. While we appreciate your particular interest, during this COVID-19 response, we have decided that we are not in a position to commit the resources required to respond to your request at this time. We do this under *Section 18(f)* of the Act - as the information cannot be made available without substantial manual collation or research, that would need to be completed by the people tasked with providing support to the NZ community COVID-19 response.

If you wish to discuss any aspect of your request with us, including this decision, in the first instance please feel free to contact us at OIA.Request@middlemore.co.nz.

Should you wish to have your specific request for fuller information on this matter held, or to resubmit it in the future, please be aware that we anticipate not being able to make a decision on any OIA request until 20 working days after the COVID Alert level reduces.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'F. Apa', with a stylized flourish.

Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health